

BENEFITS NEWS

An Information Publication for State of California Employees

Employee Assistance Program

New EAP Number & Vendor

Effective July 1, 2004, the Employee Assistance Program (EAP) will have a new toll-free number:

- **1-866-EAP-4SOC (1-866-327-4762)**
- **TDD: 800-327-0801**

The new number is the result of a change in vendors. Our new EAP vendor is Managed Health Network (MHN), a California-based company that's been providing EAP services nationwide since 1974 and behavior health services since 1987.

Current EAP benefits will continue to be available, including face-to-face counseling, phone support, and online resources. In addition, EAP will cover such new services as pre-retirement planning assistance and help with IRS audits. There's also a "concierge" service that provides referrals for errands, travel, event planning, and more.

To access EAP services, follow the same process as before, i.e., call the toll-free number or visit DPA's Web site for online resources. (Our Web page will link to the new vendor's site.)

Provider changes – While many current EAP providers also serve MHN clients, there may be instances where you need to change to a provider in the MHN network. You can contact your current provider to find out if she or he already is part of MHN's network. If a provider is not currently part of MHN's network but would like to be, she or he should contact MHN Professional Relations at (800) 541-3353 to request an application, and indicate they currently service the State of California account.

EAP online services – You can access EAP online services via DPA's Web site at www.dpa.ca.gov. Click on Benefits, then Employee Assistance Program, and finally to Online Member Services. This will take you to our new vendor's site.

Using this site, you can search for a counselor or ask an expert an emotional health question. The site also offers help on a wide range of emotional health and daily life issues, including:

- managing stress
- communication and relationships
- depression and anxiety
- child and elder care
- substance abuse
- personal finance
- grief and loss

When should I call for EAP services? You should call anytime you feel the need for assistance in facing a problem in your life.

What information should I know? You and your eligible dependents will need to provide your name, the name of your agency or department (the facility name, if applicable), and your collective bargaining identification (CBID) code. If you do not know your CBID, they will help identify it if you provide your exact job title.

How many counseling session am I eligible for? The number of counseling sessions for which you are eligible depends on your employment category. The table on page 2 lists the categories.

Who do I call if I have questions? If you have questions, please contact your department's EAP coordinator.

Level of Benefits

Employment Category	Counseling sessions per contract year (July 1- June 30)
<p>Level 1:</p> <p>Employees in Bargaining Units 5 and 7 and all exempt, managerial, supervisory, and confidential employees of the California Highway Patrol</p> <p>Bargaining Unit 7 employees (R07), managers (M07), supervisors (S07), and confidential employees (C07) in any other department</p> <p>Bargaining Unit 6 employees (R06), managers (M06), supervisors (S06), and confidential employees (C06)</p> <p>Bargaining Unit 8 employees (R08), managers (M08), supervisors (S08), and confidential employees (C08), including seasonal and intermittent fire fighters</p>	<ul style="list-style-type: none"> • seven sessions per problem type for the employee • seven sessions per problem type for employee's spouse • seven sessions per problem type total for dependent children (does not include employee and spouse)
<p>Level 2:</p> <p>Employees at California Highway Patrol, Dept. of Forestry and Fire Protection, State Fire Marshall, Dept. of Corrections, Board of Prison Terms, Prison Industry Authority, Dept. of Youth Authority, Youthful Offender Parole Board, Board of Corrections, and Youth and Adult Correctional Agency, unless included in Level 1</p>	<ul style="list-style-type: none"> • a total of three sessions per problem type for employee, spouse, and dependent children
<p>Level 3:</p> <p>All other employees</p>	<ul style="list-style-type: none"> • a total of three sessions for employee • a total of three sessions for spouse and dependent children

For more information on EAP, go to:

<http://www.dpa.ca.gov/benefits/other/eap/eapmain.shtm>

For More Information Contact

Benefits Division
(916) 322-0300
CALNET 492-0300

ARAG Group
Group Legal Services Plan
1-800-247-4184

State Dental Program
(916) 324-0525
CALNET 454-0525

State Employee Assistance Program
MHN (Managed Health Network)
1-866-EAP-4SOC (866-327-4762)
This number is effective July 1, 2004

State FlexElect Program
(916) 327-6429
CALNET 467-6429

Health Promotion Program
(916) 324-9398
CALNET 454-9398

Merit Award Board
(916) 324-0522
CALNET 454-0522

Pre-Tax Parking Program
(916) 324-0526
CALNET 454-0526

Rural Health Care Equity Program
(916) 327-1439
CALNET 467-1439

Savings Plus Program
1-866-566-4777
www.dpa.ca.gov/contactsp/p/

Vision Service Plan
(916) 445-9841
CALNET 485-9841

Workers' Comp. Program
(916) 445-9792
CALNET 485-9792

Fax Numbers

Benefits Division
(916) 322-3769
CALNET 492-3769

Savings Plus Program
(916) 327-1885
CALNET 467-1885

TDD (Any unit in DPA)
(916) 327-4266
CALNET 467-4266

Internet Address
www.dpa.ca.gov